



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE/NORTH
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO:

1700

CIG

JUN 14 2007

From: Commander, Marine Forces Reserve
Commander, Marine Forces North
To: Distribution List

Subj: FORCE INITIATING DIRECTIVE (REQUEST MAST)

Ref: (a) MCO 1700.23F
(b) NAVMC 1700.23F

Encl: (1) Command Specific Elements for Request Mast

1. Situation. This Order represents the initiating Directive for the Commandant's Request Mast Program within Marine Forces Reserve and Marine Forces North.

2. Cancellation. ForO 1700.2C.

3. Mission. To preserve the right of all Marines to directly communicate grievances to, or seek assistance from, their Commanding Officers, as exercised through the formal process of Request Mast. Request Mast as established in U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (par 2805) includes both the right of the Marine to communicate with the Commander, normally in person, and the requirement that the Commander consider the matter and personally respond to the Marine requesting Mast.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) This Order is to be utilized by all members of this Command for the purpose of exercising Request Mast with the Commander. This Order will be published and all personnel will be informed of its contents.

(2) Concept of Operations

(a) Request Mast applications will be submitted in writing utilizing NAVMC form 11296 via the chain of command to the commander with whom the Request Mast is desired.

Subj: FORCE INITIATING DIRECTIVE (REQUEST MAST)

b. Coordinating Instructions. All members of this Command exercising Request Mast shall do so utilizing the references, which describes the process and procedural aspects of Request Mast and the enclosure, which describes the Command's specific elements.

5. Administration and Logistics

a. Marine Forces Reserve Headquarters Battalion shall:

(1) Provide administrative assistance as delineated in the enclosure.

(2) Ensure that this directive is posted on all Troop Information Boards and readily available to all personnel.

(3) Facilitate the process of Request Mast applications addressed to the Commander, through the Command Inspector General, for consideration.

b. Commanding Generals/Commanding Officers/OIC's/SNCOIC's shall:

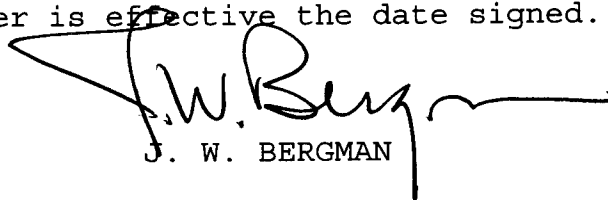
(1) Ensure that all personnel are familiar with this directive and the associated command specific elements.

(2) Facilitate getting Marines in front of the commander in order to execute their right of Request Mast.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this Command.

b. Signal. This Order is effective the date signed.


J. W. BERGMAN

COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. Command points of contact to initiate a Request Mast application for Marine Forces Reserve and Marine Forces North, New Orleans, LA is as follows:

a. Enlisted: Headquarters Battalion Sergeant Major, Marine Forces Reserve Headquarters Battalion, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-6112.

b. Officer: Commanding Officer, Marine Forces Reserve Headquarters Battalion, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-6114.

2. Request Mast chain of command to the Commander, Marine Forces Reserve and Marine Forces North is as follows:

Force Units

a. Force Level Units (3rd Civil Affairs Group, 4th Civil Affairs Group, 3rd Air Naval Gunfire Liaison Company, 4th Air Naval Gunfire Liaison Company, Intelligence Support Battalion) Immediate Commander: Vice Chief of Staff, Marine Forces Reserve, 4400 Dauphine St, New Orleans, LA 70146 (504) 678-1580.

Major Subordinate Commands

a. 4th Marine Division Commanding General, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-6735.

b. 4th Marine Logistics Group Commanding General, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-4987.

c. 4th Marine Aircraft Wing Commanding General, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-1212.

d. Marine Corps Mobilization Command Commanding General, 15303 Andrews Rd, Kansas City, MO 64147, (816) 843-3003.

Marine Forces Reserve Headquarters Battalion

a. Includes Marines of both the Marine Forces Reserve and Marine Forces North serving in New Orleans, LA - Marine Forces Reserve Headquarters Battalion Commanding Officer, Marine Forces Reserve Headquarters Battalion, 4400 Dauphine St, New Orleans, LA 70146, (504) 678-6114.

3. The Command Inspector General (CIG) will review Request Mast applications and make appropriate recommendations to the Commander. However, the CIG may neither respond to nor deny a Request Mast on behalf of the Commander.



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
3000 MARINE CORPS PENTAGON
WASHINGTON, DC 20350-3000

MCO 1700.23F
IGI
MAR 22 2007

MARINE CORPS ORDER 1700.23F

From: Commandant of the Marine Corps
To: Distribution List

Subj: REQUEST MAST

Ref: (a) U.S. Navy Regulations
(b) Marine Corps Manual
(c) NAVMC Directive 1700.23F

1. Situation. This Order promulgates Request Mast policy.
2. Cancellation. MCO 1700.23E.
3. Mission. To preserve the right of every Marine to directly seek assistance from, or communicate grievances to their commanding officers as established in reference (a), (Articles 0820c and 1151.1) and reference (b), (par 2805) and exercised through the formal process of Request Mast.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. This Order shall be utilized by all commands exercising Request Mast and promulgates the singular U.S. Marine Corps Request Mast order. All commanders down to the lowest administrative level will institute the Commandant's Request Mast program conforming to this Order. This Order will be published and all personnel must be informed of the contents. A guide in determining the lowest administrative level is delineated in reference (c).

(2) Concept of Operations. Request Mast applications will be submitted in writing utilizing reference (c) and NAVMC form 11296 (Rev) via the chain of command to the commander with whom the Marine is requesting an audience.

DISTRIBUTION STATEMENT A: Approved for public release,
distribution is unlimited.

b. Coordinating Instructions. All commands exercising Request Mast shall do so utilizing reference (c), which describes the process and procedural aspects of Request Mast.

(1) This order is the Request Mast Order for the Marine Corps; therefore, individual unit Request Mast directives are no longer required.

(2) Individual units are only required to publish a unit-level initiating directive outlining the command specific elements; an example is found in Appendix C of reference (c).

5. Administration and Logistics

a. Commanding General, Marine Corps Combat Development Command shall develop or revise, as appropriate, any instructional courses and materials that pertain to the Request Mast program.

b. Commanders shall:

(1) Institute and maintain the Commandant's Request Mast program and publish this Order.

(2) Ensure that all personnel are familiar with Request Mast policy and procedures.

(3) Establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner and no action, adverse or prejudicial to the interests of any Marine, results from the Marine's exercise of the right to Request Mast.

(4) Ensure compliance with applicable provisions of this Order.

(5) Exercise those disciplinary or administrative options considered appropriate if a Marine tries to or does interfere with, or reprise against any Marine exercising his or her right to Request Mast.

c. The Inspector General of the Marine Corps (IGMC) shall:

(1) On behalf of the Commandant of the Marine Corps, conduct Request Masts while on inspection visits, as provided by reference (c), or at other times when appropriate. Review the Request Mast programs of commands as part of the inspection process.

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(2) Process Request Mast applications addressed to the Commandant of the Marine Corps or to the Secretary of the Navy via the Commandant of the Marine Corps that have been forwarded by the appropriate Commanding General for consideration.

(3) Publish and maintain NAVMC Directive of Request Mast procedures.

6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective the date signed.



R. S. KRAMLICH
Director, Marine Corps Staff

DISTRIBUTION: PCN 10202320200

Copy to: 7000110 (55)
8145005/7000093 (2)
7000099/7000144/8145001 (1)



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
3000 MARINE CORPS PENTAGON
WASHINGTON, DC 20350-3000

NAVMC DIR 1700.23F
IGI
MAR 22 2007

NAVMC DIRECTIVE 1700.23F

From: Commandant of the Marine Corps
To: Distribution List

Subj: REQUEST MAST PROCEDURES

Ref: (a) MCO 1700.23E
(b) U.S. Navy Regulations
(c) Marine Corps Manual
(d) Uniform Code of Military Justice (UCMJ)
(e) MCO P1900.16F
(f) JAGMAN
(g) Section 1034 of title 10, United States Code
(h) SECNAVINST 5370.7C
(i) MCO 5040.6G
(j) SECNAV M-5210.1

Encl: (1) Request Mast Procedures Manual

1. Purpose. This Directive promulgates procedures and information pertaining to Request Mast per references (a) through (j).

2. Background. The right of all Marines to directly seek assistance from, or communicate grievances to their commanding officers is established in Articles 0820c and 1151.1 of reference (b) and paragraph 2805 of reference (c), and is exercised through the formal process of Request Mast. Request Mast includes both the right of the Marine to communicate with the commander, normally in person, and the requirement that the commander consider the matter and personally respond to the Marine requesting mast. Request Mast provides a Marine the opportunity to communicate not only with his or her immediate commanding officer, but also with any superior commander in the chain of command up to and including the Marine's commanding general. Request Mast also provides commanders with firsthand knowledge of the morale and general welfare of the command. To be effective,

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distribution is unlimited.

Request Mast must have the wholehearted support of those to whom the leadership of Marines is entrusted. Anyone who attempts to deprive a Marine of the right to Request Mast, through either acts of omission or commission, will be subject to punishment under reference (d). Request Mast does not preclude the informal process of communication which routinely occurs between seniors and subordinates.

3. Action. This Directive contains instructions for executing the Commandant's Request Mast program and procedures for processing Request Mast petitions. Only those procedural exceptions provided for in this Directive are authorized. Any individual, including the Marine requesting mast, who impedes adherence to these procedures, may be subject to disciplinary action.

4. Command. This Directive is applicable to the Marine Corps Total Force.



R. S. KRAMLICH
Director, Marine Corps Staff

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MAR 22 2007

LOCATOR SHEET

Subj: REQUEST MAST PROCEDURES

Location:

(Indicate the location(s) of the copy(ies) of
this NAVMC Directive.)

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

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Chapter 1

DEFINITIONS

1. Marine. Includes all active and reserve Marines who are assigned to Marine Corps commands, including those attached or serving on temporary additional duty, as well as Marines confined in correctional facilities. Uniformed members of other Services assigned or attached to Marine Corps commands may also exercise the rights of Request Mast. Marines attached to joint or sister-service commands will exercise Request Mast through their Marine Corps administrative chain of command.

2. Commander. The term commander includes the Marine's immediate commanding officer (officer with Non-Judicial Punishment (NJP) authority) and every commanding officer in the chain of command up to and including the Marine's immediate commanding general. It also includes Inspector-Instructors and officers-in-charge (OIC) (provided the OIC is vested with NJP authority).

3. Commanding General. The term commanding general is defined as the commanding officer exercising General Court-Martial Convening Authority (GCMCA). It also includes an officer serving in an acting capacity. The immediate commanding general is normally the officer exercising GCMCA over the Marine. Never the less, a Marine has a vested right to request mast to his or her commanding general; in that spirit, delegation of GCMCA to subordinate O-6 commanders, such as the Base and Station commanders under Marine Corps Installations East and West, does not necessarily apply to Request Mast. Any deviation from the basic right of the Marine to request mast to a general officer should be carefully and judiciously considered. Where the GCMCA is not a Marine officer, the separation authority for administrative discharges will be the immediate commanding general for Request Mast purposes.

4. Communicate. With regards to Request Mast, the term communicate is defined as an opportunity to appear personally before a commanding officer and the right to correspond with that officer in writing or speak with that officer by telephone, as provided for in this Directive.

Chapter 2

SCOPE

1. This Directive contains instructions for executing the Commandant's Request Mast program and procedures for processing Request Mast petitions. Only those procedural exceptions provided for in this Directive are authorized. Any individual, including the Marine requesting mast, who impedes adherence to these procedures, may be subject to disciplinary action.
2. Request Mast is the principal means for a Marine to formally seek assistance from, or communicate a grievance to his or her commander. Although a Marine's Request Mast issue may not be resolved to his or her satisfaction, the Marine will be afforded the opportunity to address the issue with the commanding officer. The Request Mast process does not include those outside the official military chain of command, such as subordinate officers, civilians or Staff Non-Commissioned Officers/Non-Commissioned Officers (SNCO/NCO). Once a Marine expresses a desire to request mast, all efforts thereafter should be directed toward getting the Marine before the commanding officer to whom the petition is addressed. NCO's, SNCO's and Officers subordinate to the Commanding Officer shall not delay the Request Mast process in order to solve the problem themselves, but rather will focus their effort on making the Marine available to the commander.
3. Request Mast is not intended to be used for the purpose of harassment, avoiding assigned duties (such as field day), or intentionally interfering with the commander's ability to carry out the functions and mission of the command.
4. A commander may deny a Request Mast application if there is another specific avenue of redress available to the Marine, such as:
 - a. Actions under the UCMJ. The UCMJ provides for the protection of the rights of a Marine at every stage of disciplinary action from investigation through final review or appeal. Therefore, a commander may deny a Request Mast, which includes any element of disciplinary action whether contemplated, pending, in progress, or final. Request Mast is not to be used as a means of collateral attack against the proceedings, punishment, or findings and sentence resulting from disciplinary action brought under the UCMJ.

b. Involuntary Administrative Separations. Reference (e), chapters 4 and 6, contains provisions for the protection of rights of Marines being processed for involuntary administrative separation. Accordingly, commanders may deny a Request Mast that has as its subject such involuntary administrative discharge proceedings whether contemplated, pending, in progress, or final.

c. Complaints under Article 138, UCMJ and Article 1150, U.S. Navy Regulations. Chapter III of reference (f) contains guidance for the preparation, submission, and processing of complaints under Article 138, UCMJ, and Article 1150 of reference (b). Commanders may deny a Request Mast if its subject is an ongoing Article 138 or 1150 investigation. The local Staff Judge Advocate should be consulted in such instances.

5. Commanders should carefully evaluate each Request Mast to determine if other peripheral issues should be addressed; accordingly, commanders should make every attempt to hear the Marine's presentation of matters before making a decision to deny. The commanding officer shall explain to the Marine why the Request Mast application is denied and, if appropriate, what procedure must be followed to resolve the issue. The authority to deny a Request Mast includes authority to refuse to further process the Request Mast. Whenever a commander denies a Request Mast specifically addressed to himself or herself, he or she shall, within a reasonable time (usually one week), forward a report of such action and the basis thereof to the immediate commanding general via the chain of command. In cases where the officer denying a Request Mast is the immediate commanding general, no such report need be made.

6. Request Mast is the preferred method for submitting formal Equal Opportunity complaints of discrimination, to include sexual harassment. It should be noted that while the Informal Resolution System (IRS) may also be used to resolve such issues, it is the complainant's decision as to whether the IRS (informal) or Request Mast (formal) will be used, not the commander's. A complainant is not required to use the informal process first. Request Mast may also be used to address other complaints such as hazing.

7. A Marine does not have to disclose the subject of the Request Mast to anyone in the chain of command except to the commander with whom the Marine is requesting mast.

8. The senior local commander within the Marine's chain of command will forward Request Mast applications intended for a commander not located on the same base or geographic location as

the Marine requesting mast. The Request Mast should then be addressed with the Marine in person, by telephone or in writing, as deemed appropriate by the commander addressed in the Request Mast.

9. When the operational commitments of a Marine's command, whether for training or actual deployment, would be unreasonably interfered with by adherence to the procedures set forth in this Directive, the right of the Marine to petition for Request Mast to a commander above the level of the immediate commanding officer may be suspended by the commanding general for the duration of the commitment. Given the plethora of modern communication available today, the need to suspend Request Mast should rarely be invoked and then only to the extent required to ensure the accomplishment of the command's immediate mission. The suspension may and should be lifted in whole or in part for any deployments away from the base or station where the command's garrison headquarters is located. Any such suspension and the reasons therefore shall be made known to all Marines whose rights may be affected.

10. Although a Marine may be granted the privilege of forwarding an application for Request Mast to higher commanders, such as the Commandant of the Marine Corps or the Secretary of the Navy, there is no vested right to Request Mast with such higher commander.

a. Any commanding general in the chain of command between the Marine's immediate commanding general and the Commandant of the Marine Corps may establish such policies and procedures as they desire for processing Requests Mast addressed to them, including that such requests may be returned without action.

b. Applications for Request Mast with the Commandant of the Marine Corps or with the Secretary of the Navy via the Commandant of the Marine Corps will only be considered if specifically recommended by the commanding general endorsing the application. Absent such specific recommendation, that commander shall not forward the application. Any application received at Headquarters, United States Marine Corps that does not include a recommendation for consideration and any not forwarded via the chain of command will be returned without action. Such applications for Request Mast must be in writing and those addressed to the Commandant of the Marine Corps will be answered in writing. Those addressed to the Secretary of the Navy via the Commandant of the Marine Corps will be forwarded with a recommended response.

c. The Inspector General of the Marine Corps (IGMC) will handle Request Mast applications to the Commandant of the Marine Corps in accordance with procedures set forth in Appendix C.

11. Nothing in this Directive is intended to expand or abridge the rights of Marines otherwise guaranteed by the First Amendment to the U.S. Constitution, Federal law or applicable Department of Defense, Navy, or other Marine Corps regulations. The exercise of such rights is not governed by the procedures contained in this Directive.

12. Commanding Generals may coordinate with one another to provide for the availability of another commanding general to conduct Requests Mast whenever the circumstances require an exception to the provisions of this enclosure. Additionally, the authority to conduct Request Mast may be delegated to a deputy or assistant commander who is a general officer, or an Colonel/Navy Captain exercising GCMCA when appropriate.

13. Appendix B contains command-specific elements and local procedures for executing the Commandant's Request Mast program and for processing Request Mast applications. This Directive shall not be supplemented except as required to complete Appendix B. Only those procedural exceptions provided for in this Directive are authorized.

14. Any interference with a Marine's right to Request Mast or any attempt of reprisal against a Marine who has requested mast is prohibited. No Marine may suppress, or attempt to suppress another Marine's ability to conduct Request Mast. Any attempted violation, or solicitation of another to violate this Directive by interfering with a Marine's right to Request Mast, subjects involved members to disciplinary action under Article 92 of the UCMJ. This Directive is a lawful general order and is effective immediately without further implementation.

Chapter 3

PROCEDURAL ISSUES

1. NAVMC form 11296 (Rev) will be identified as the Request Mast Application. Local reproduction of this form is authorized. NAVMC form 11296 (Rev) is also available in the Marine Corps Electronic Forms System (MCEFS) utilizing "Form Flow" software. Electronic files must be treated similarly as paper media as described in Paragraph 1(f) and Paragraph 3 of Chapter 5 in this Directive.

2. All commanders down to the lowest administrative level will institute the Commandant's Request Mast program conforming to this Directive. This Directive will be published and all personnel must be informed of the contents. As a guide in determining the lowest administrative level, the following example is provided: a company whose administrative functions are performed by battalion administration is not required to institute a separate Request Mast program, provided that the next higher headquarters adequately addresses Request Mast procedures for its subordinate units. Companies that perform basic administrative tasks, such as unit diary and service record maintenance, are required to publish this Directive, including applicable command specific elements as delineated in enclosure Appendix B.

3. Request Mast applications will be submitted in writing utilizing NAVMC form 11296 (Rev) via the chain of command to the commander with whom the Request Mast is desired.

4. Each intermediate commander to whom a Request Mast is presented shall attempt to resolve the Marine's Request Mast issue, if revealed, without delay. When considering Request Mast, commanders should focus their attention on the subject of the Request Mast and not necessarily on the requested remedy/outcome, as is too often the case. Often the two do not match, or the requested remedy in itself has no impact on solving the issue of the Request Mast. The onus on the commander is to seek clarification in such cases in which subject and outcome are not aligned, and to direct corrective actions accordingly to resolve the problem. Correspondingly, the essence of Request Mast is to address the subject and attempt to solve the problem, not to attempt to reach an arbitrary level of satisfaction with petitioner. In general, there should be no more than one working day delay at any level of command. Explanations for delay must be provided to the Marine and forwarded via chain of command.

5. Request Mast will be conducted at the earliest reasonable time (in general, no more than one working day delay at any level of command). Commanders will hear emergency cases as soon as initially submitted. To determine whether a Request Mast is an emergency case, among other things, consider (1) whether the Marine is subject to an ongoing hardship (e.g., delay in receiving pay); (2) the severity of hardship, if any; and (3) if the issue will remain unresolved upon a certain date, time, or expected event in the immediate future (e.g., request for leave to attend a relative's funeral being denied).

6. In cases where the Request Mast is not heard immediately, i.e., non-emergency cases presented at the end of the day/work week that can be reasonably dealt with on the following work day, the reason for the delay shall be explained to the Marine requesting mast and acknowledged in writing by both the commanding officer and the Marine on the NAVMC form 11296.

7. Commanders shall make every effort to provide Marines an opportunity to Request Mast in person. If a personal appearance, to include telephonic, is not practical, the commander shall respond in writing to the Request Mast. The commander will also provide an explanation of why a personal appearance was not practical and annotate such on the NAVMC form 11296.

8. Commanders with whom a Marine has requested mast will forward to the next higher commander all Requests Mast deemed to be legitimate grievances or requests for assistance which are beyond the commander's authority to resolve.

9. Marines confined in correctional facilities have the right to request mast. A Request Mast marked, "to be opened by the Commanding Officer/Commanding General only" shall not be opened by correctional facilities personnel.

Chapter 4

Procedures for Requests Mast with immediate commanding general

1. The Marine will prepare a complete written statement covering the reasons for requesting mast; this can be accomplished utilizing NAVMC form 11296 or standard letterhead. Supporting documents should be attached to the statement. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. The statement must include a summary of responsive action taken by each commander in the chain of command to whom the Marine has revealed and communicated his or her problem.

2. Each intermediate commander to whom the Marine reveals the Request Mast subject will provide a written statement as to his or her understanding of the Request Mast and his or her responsive action. Each statement will be added to the Request Mast prior to the Marine communicating the Request Mast subject to the next higher commander.

3. If the Marine has not revealed the subject of the Request Mast to the other commanders in the chain of command, the Marine must include an explanatory statement as to why the subject was not revealed. The Marine shall place the Request Mast in an envelope marked, "to be opened by the Commanding General only."

4. Marines Requesting Mast will make a written statement on the NAVMC form 11296 or attached sheet indicating that he or she has had the opportunity to communicate directly with the commanding officer and has been informed of any actions to be taken by the commander regarding the Request Mast.

5. When a Request Mast addressed to a higher commander is resolved at a lower level, the Marine will make a written statement on the Request Mast or attached sheet indicating that he or she is satisfied with the action taken at the lower level and has chosen to voluntarily withdraw the Request Mast. The Marine and a witness will jointly sign and date this statement.

6. When establishing internal Request Mast procedures, commanding generals may authorize a Request Mast to be reviewed by the local command inspector general (CIG). In these situations the following considerations apply:

a. A command inspector general may neither respond to nor deny a Request Mast on behalf of the commanding general, but may

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make appropriate recommendations pertaining to the Request Mast application to the commanding general.

b. Any lawful communication made to a command inspector general will also constitute a protected disclosure under the Military Whistleblower Protection Act. Therefore, in addition to the protection afforded to a Marine for exercising his or her right to Request Mast under U.S. Navy Regulations and this Directive, further protection is afforded to the Marine under 10 U.S.C. Section 1034, Military Whistleblower Protection Act, as implemented by SECNAVINST 5370.7C, Military Whistleblower Protection.

Chapter 5

COORDINATING INSTRUCTIONS

1. Commanders shall:

a. Institute and maintain the Commandant's Request Mast program and publish this Directive.

b. Ensure that all personnel are familiar with Request Mast policy and procedures.

c. Attempt to process and resolve a Marine's Request Mast issue without delay. In general, there should be no more than one working day delay from when the request is presented to when the Marine sees his/her commander. This should apply at each level of command.

d. Provide Marines the opportunity to Request Mast in person unless extraordinary circumstances preclude such an appearance.

e. Establish and monitor follow-up procedures to ensure each Request Mast issue is resolved in a timely manner and no action, adverse or prejudicial to the interests of any Marine, results from the Marine's exercise of the right to Request Mast.

(1) In matters that cannot or should not be resolved, explain to the Marine why action will not be taken to resolve the grievance and advise the Marine as to the proper avenue of redress if there is one.

(2) In matters that are beyond the commander's authority to resolve, forward the Request Mast to the next higher commander for consideration and appropriate action and follow-up on the progress of the Request Mast through resolution.

f. Ensure the records, proceedings, and final disposition of all Request Mast applications are properly safeguarded to prevent such information from having a prejudicial affect on the Marine. Request Mast records shall be maintained separately from service records.

g. Ensure compliance with applicable provisions of this Directive.

h. Exercise those disciplinary or administrative options considered appropriate if a Marine commits or attempts to commit interference or reprisal against any Marine exercising his or her right to Request Mast.

2. The Inspector General of the Marine Corps shall:

a. On behalf of the Commandant of the Marine Corps, conduct Request Masts while on inspection trips, as provided for in reference (f), or at other times. Review the Request Mast programs of commands as part of the inspection process.

b. Process Request Mast applications addressed to the Commandant of the Marine Corps or to the Secretary of the Navy via the Commandant of the Marine Corps that have been forwarded by the appropriate Commanding General for consideration.

3. Records Disposition. Pursuant to reference (j), Request Mast records are to be retained for 2 years from the date final action is taken.

REQUEST MAST WITH THE INSPECTOR GENERAL OF THE MARINE CORPS

1. The Inspector General of the Marine Corps (IGMC) or designated representatives of the IGMC shall conduct Request Mast while on inspection visits or at other times as agents of the Commandant of the Marine Corps.

2. In every case, the IGMC or designated representative will make efforts to determine whether or not Marines being heard have attempted to exercise the right of Request Mast within the command. If not, the reasons should be explored. Conversely, the IGMC or designated representative should ascertain any impediments to the Marine's ability to Request Mast, including personal or command interference or faulty process.

3. The following information/instructions should be used by commands any time Request Mast is conducted by the IGMC:

a. Request Mast will be conducted for all Marines desiring to do so. All personnel who desire to Request Mast with the IGMC representative must be afforded this opportunity, subject to the limitations set forth in this Directive.

b. Efforts to solve problems should be made at the lowest level; however, during field visits by the IGMC, no special attempt should be made to solve a problem to the Marine's satisfaction solely for the purpose of avoiding Request Mast with the IGMC representative. No Marine will be required to explain the subject of their Request Mast prior to seeing the IGMC representative.

c. Some Marines will bring up the same problem in different forums hoping for a favorable decision. The majority of such cases heard by the IGMC representatives are returned to the commander for a solution, with IGMC being informed of the final disposition of the case.

d. Part I of the Request Mast application (NAVMC form 11296) is to be prepared by the Marine requesting mast. The Marine will then personally deliver the application to the IGMC representative. The command will deliver the Marine's Service Record Book, as appropriate, to the IGMC representative at the time of the Marine's Request Mast. A Request Mast that has as its subject disciplinary action under the UCMJ or involuntary administrative separation, whether contemplated, pending, in progress, or final, may not be considered by the IGMC representative.

e. The local command will provide the IGMC representative a private area with a class "A" telephone, a computer and sufficient space to accommodate those Marines waiting their turn to Request Mast.

f. When the time and place for Request Mast with the IGMC representative has been determined, a command bulletin will be published containing the following information:

(1) The subject will be: "REQUEST MAST WITH A REPRESENTATIVE OF/OR THE INSPECTOR GENERAL OF THE MARINE CORPS (IGMC)".

(2) Every Marine will be afforded the opportunity to appear before an IGMC representative to Request Mast.

(3) Date, time and location of the Request Mast.

(4) Procedures to be followed.

(5) Marines who, in good faith, wish to appear before the IGMC representative at Request Mast may do so without fear of reprisal or prejudice to their interests.

g. The IGMC will evaluate respective command's Request Mast program during the IGMC inspection to determine if the command's Marines (1) understand Request Mast policy and procedures; and (2) understand that Request Mast is a readily available, impartial, and effective way to seek assistance with problems without fear of reprisal or prejudice.

4. Following the Request Mast, the Marine concerned should clearly understand the disposition or probable disposition of the Request Mast subject, whether resolved on site by the IGMC, referred to the local commander, or referred to Headquarters Marine Corps.

5. For Requests Mast to the IGMC, the original NAVMC form 11296 will be retained by the office of the IGMC. A copy will be retained by the command and one will be provided to the Marine. The application should be annotated to show what final action was taken. The Marine will indicate on the Request Mast application the degree of satisfaction with the action taken at the Request Mast. Local reproduction of this form is authorized.

6. Records Disposition. Pursuant to reference (j), Request Mast records are to be retained for 2 years from the date final action is taken.

XXO SSIC.XX
Sponsor code
(date signed)

ACTIVITY CODE/NAME SSIC.XX (e.g., BATTALION ORDER SSIC.XX)

From: Commanding Officer or Officer in Charge
To: Distribution List

Subj: SAMPLE UNIT-LEVEL INITIATING DIRECTIVE (REQUEST MAST)

Ref: (a) MCO 1700.23F
(b) NAVMC 1700.23

Encl: (1) Command Specific Elements for Request Mast

1. Situation. This Order represents the initiating Directive for the Commandant's Request Mast Program.

2. Mission. To preserve the right of all Marines to directly communicate grievances to, or seek assistance from, their Commanding Officers as exercised through the formal process of Request Mast. Request Mast as established in U.S. Navy Regulations (Arts. 0820c and 1151.1) and the Marine Corps Manual (par 2805) includes both the right of the Marine to communicate with the commander, normally in person, and the requirement that the commander consider the matter and personally respond to the Marine requesting Mast.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) This order is to be utilized by all members of this unit/command for the purpose of exercising Request Mast with the Commanding Officer/Commanding General. This Order will be published and all personnel will be informed of its contents.

(2) Concept of Operations

(a) Request Mast applications will be submitted in writing utilizing NAVMC form 11296 via the chain of command to the commander with whom the Request Mast is desired.

b. Coordinating Instructions. All members of this unit/command exercising Request Mast shall do so utilizing the references, which describes the process and procedural aspects of Request Mast and the enclosure, which describes the command's specific elements.

5. Administration and Logistics

a. XO/Adjutant/SgtMaj shall:

(1) Provide administrative assistance as delineated in the enclosure.

(2) Ensure that this directive is posted on all Troop Information Boards and readily available to all personnel.

(3) Facilitate the process of Request Mast applications addressed to the commanding general for consideration.

b. OIC's/SNCOIC's shall:

(1) Ensure that all personnel are familiar with this directive and the associated command specific elements.

(2) Facilitate getting Marines in front of the commander in order to execute their right of Request Mast.

6. Command and Signal

a. Command. This Order is applicable to all uniformed members of this unit/command.

b. Signal. This Order is effective the date signed.

(Signer's Name)

COMMAND SPECIFIC ELEMENTS PERTAINING TO REQUEST MAST

1. Unit/command points of contact to initiate a Request Mast application (see Note 1):
 - a. Enlisted: Billet/Rank, Name, Location, Phone Number
 - b. Officer: Billet/Rank, Name, Location, Phone Number
2. Request Mast chain of command for this unit/command is (see Note 2):
 - a. Immediate Commander: Billet, Rank, Name, Location, Phone Number
 - b. Next Commander: Billet, Rank, Name, Location, Phone Number
 - c. Next Commander: Billet, Rank, Name, Location, Phone Number
 - d. Immediate Commanding General: Billet, Rank, Name, Location, Phone Number
 - e. List all units/commands who fall under this command for Request Mast Purposes (Note 3).
3. The command inspector general (CIG) for this unit is: Rank, Name, location, and phone number
4. Include statement pertaining to routing instructions for Request Mast to the commanding general (see Note 4).
5. Additional Instructions (see Note 5).

Note 1. Identify by billet, the individual with whom a Marine should contact first for assistance in preparation of the Request Mast application. Typically, for enlisted Marines, this is the unit sergeant major, senior enlisted marine, or administrative chief and for Marine officers, the executive officer or adjutant.

Note 2. Identify by billet, each commander in the chain of command with whom a Marine may Request Mast. Generally, the Request Mast chain of command begins with the first officer exercising NJP authority over the Marine, through each succeeding commander up to the immediate commanding general.

Note 3. Paragraph 2e above lists all units/commands that fall under this command for Request Mast purposes, for example, a headquarters element that maintains administrative oversight of other units. Using this example, Commanding Officer, Headquarters and Service Battalion, Quantico would institute the Commandant's Request Mast program and publish Command-Specific Elements for the headquarters, including all units that fall under it for Request Mast. Commanding General, Marine Corps Systems Command would publish the Commandant's Request Mast order utilizing the Command-Specific Elements established by CO, H&S Battalion, Quantico, who exercises Request Mast authority.

Note 4. A Command Inspector may review and make appropriate recommendations pertaining to Requests Mast to the Commanding General, however, may neither respond to nor deny a Request Mast on behalf of the commanding general.

Note 5. Add remarks as necessary to clarify the unit/command Request Mast Process. For example, Marine Corps units/commands who are tenants on a sister-service base may fall under the installation commanding general who is exercising General Court-Martial Authority and/or for purposes of Request Mast. In such cases, the relationship should be delineated in writing and included as an enclosure to this appendix.



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO:
ForO 1700.2C
INSP
JAN 16 2007

FORCE ORDER 1700.2C

From: Commander
To: Distribution List

Subj: REQUEST MAST PROGRAM (RMP)

Ref: (a) U.S. Navy Regulations, 1990
(b) Marine Corps Manual, 1980 w/CH 1, 2, 3
(c) MCO 1700.23E w/CH 1

Encl: (1) Procedures for conducting Request Mast with
the Commander, Marine Forces Reserve
(2) MARFORRES Command Element Unit List
(3) Marine Corps Request Mast Application (NAVMC
11296)
(4) MARFORRES Request Mast Step Guide

1. Situation. This Order promulgates the RMP for Marine Forces Reserve (MARFORRES) and provides specific guidance for handling Request Mast cases when members are requesting to communicate grievances to and/or seek assistance from the Commander, Marine Forces Reserve (COMMARFORRES). The right of all Marines to directly communicate grievances to, or seek assistance from, their Commanding Officer (CO) is established in reference (a), Articles 0820c and 1151.1, and reference (b), paragraph 2805. Direct communication is normally accomplished through the Request Mast process.

2. Cancellation. ForO 1700.2B w/Change 1

3. Mission. Effective immediately, MARFORRES implements this RMP in order to ensure that MARFORRES members (Marines and members of other services assigned to MARFORRES Commands) are provided a means to formally communicate a grievance to and/or seek assistance from his/her commander.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Purpose. To implement a MARFORRES RMP, which guarantees the right of a MARFORRES member to communicate with his/her commander, normally in person, and that the commander

consider the matter and personally respond to the member. Anyone who attempts to deprive a Marine of the right to Request Mast, through either acts of omission or commission, will be subject to punishment under the UCMJ. The RMP does not preclude conduct of any routine or informal communication, which may occur between seniors and subordinates.

(b) Method. Major Subordinate Command (MSC) Commanding Generals (CG), CO's, and Officers in Charge (OIC), with NJP authority, will each establish a RMP and publish a Request Mast directive conforming with reference (c) and this Order. Every CG, CO, and OIC will conduct an annual self-inspection of their RMP using the Automated Inspection Reporting System (AIRS) checklist for Request Mast and retain the results for two years.

(c) Endstate. All units in the Force have implemented a RMP that meets the spirit and intent of the references and this Order. No member denied the right of directly communicating with his/her commander and higher echelon commanders up to and including the first General Officer in their chain-of-command.

(2) Concept of Operations. The RMP will provide a member with the opportunity to communicate not only with his or her immediate CO, but also with any superior commander in the chain-of-command up to and including the first General Officer in the chain-of-command. It provides commanders with a firsthand knowledge of the morale and general welfare of the command and, to be effective, requires the wholehearted support of those to whom the leadership of our MARFORRES members is entrusted. Commanders will encourage their Marines to use Request Mast for submission of Equal Opportunity (EO) formal complaints of discrimination, including sexual harassment. Request Mast may also be used to address other complaints, such as hazing.

b. Subordinate Unit Missions. MARFORRES members with a General Officer in the chain-of-command other than COMMARFORRES (e.g., those members assigned to MARFORRES MSCs - all but command element units) shall Request Mast to their respective CG, via their chain-of-command, starting with the Marine's immediate CO (officer with NJP authority). However, any subordinate CG may refer a Request Mast case to COMMARFORRES, when necessary or appropriate. Commanders shall:

(1) Establish a RMP and publish a Request Mast directive conforming to reference (c) and this Order.

(2) Ensure that all personnel are familiar with Request Mast policy and procedure.

(3) Attempt to process and resolve a Marine's Request Mast issue without delay. In general, there should be no more than one working day delay from when the request is made to when the Marine sees his/her commander. This should apply at each level of command.

(4) Provide Marines with an opportunity to Request Mast in person unless extraordinary circumstances would preclude such an appearance.

(5) Establish and monitor follow-up procedures to ensure that each Request Mast issue is resolved in a timely manner and no action, adverse or prejudicial to the interests of any Marine, results from the Marine's exercise of the right to Request Mast.

(a) In matters which cannot or should not be resolved explain to the Marine why action will not be taken to resolve the grievance and/or advise the Marine as to the proper avenue to address the grievance, if there is one.

(b) In matters which are legitimate grievances but beyond the commander's authority to resolve, forward the Request Mast to the next higher commander for consideration and appropriate action.

(6) Ensure that the records, proceedings, and final dispositions of Request Masts are properly safeguarded to prevent such information from having a prejudicial effect on the Marine. Request Mast records shall be maintained separately from service records.

(7) Ensure compliance with applicable provisions of reference (c) and this Order.

(8) Exercise those disciplinary or administrative options considered appropriate if a Marine commits or attempts to commit interference or reprisal against any Marine exercising his or her right to Request Mast.

(9) Establish monitoring and follow-up procedures to ensure each Request Mast issue is resolved in a timely manner.

c. MARFORRES Command Element Units. COMMARFORRES is the first General Officer in the chain-of-command for all members of the command element units listed in enclosure (2). COs, Inspectors-Instructors(I-Is), and OICs of the command element units in enclosure (2) with NJP authority will:

(1) Establish a RMP conforming to reference (c) and this Order.

(2) Ensure that all members of their command are familiar with Request Mast policy and procedures and that applicable Request Mast directives are posted on unit bulletin boards.

d. MARFORRES Inspector

(1) Exercise oversight of the MARFORRES RMP.

(2) Review applications for Request Mast to COMMARFORRES, including requests marked, "To be opened by Commander, MARFORRES only."

(3) Ensure compliance by all MARFORRES members of all applicable provisions of reference (c) and this Order.

(4) Maintain Request Mast files for COMMARFORRES separately from other records, assuring that the files are protected and access is limited to only those with a verified need-to-know.

e. MARFORRES Staff Judge Advocate will advise COMMARFORRES on appropriate disciplinary or administrative options regarding issues raised at a Request Mast as well as any cases in which an individual commits or attempts to intercede with or take reprisal against any person exercising the right to Request Mast.

f. Coordinating Instructions

(1) A Request Mast must be submitted in writing. Enclosure (3) shall be used to initiate the Request Mast process. This form may be duplicated locally. Definitions pertaining to Request Mast are contained in paragraph 5 of reference (c).

(2) Enclosure (4) is a step-by-step procedure that members can use to Request Mast. Additionally, enlisted members may seek assistance in preparation of the Request Mast application from their unit Sergeant Major, First Sergeant, Senior Enlisted Marine, or Administrative Chief. Officers may seek assistance from their unit Executive Officer or Adjutant. A member is not required to disclose the Request Mast issue to anyone other than to whom he/she is requesting mast.

(3) Every Request Mast issue may not be resolved to the satisfaction of the member, but he/she will be afforded the opportunity to address the issue with the CO.

(4) Each intermediate commander shall attempt to resolve the member's Request Mast issue(s), if revealed, without delay. However, Noncommissioned Officers, Staff Noncommissioned Officers and Officers subordinate to the CO will make no effort to delay the Request Mast process in order to solve the problem themselves, but rather, will focus their effort on making the Marine available to the CO.

(5) If the issue(s) has not been addressed to the member's satisfaction, the intermediate commander shall forward the application via the chain of command, without delay, to the commander to whom it is addressed. In general, there should be no more than one working day delay at any level of command. The uniqueness of the Selected Marine Corps Reserve (SMCR) and the individual reserve Marine populations may introduce challenges to meeting this one-day delay requirement. Every effort must be made to meet the one-day delay goal. When delays occur, a written explanation shall be provided to the applicant and sent with the Request Mast via the chain-of-command.

(6) Commanders will hear emergency cases as soon as initially submitted. For example, to determine whether a Request Mast is an emergency case, among other things, consider whether the member is subject to an ongoing hardship (e.g., delay in receiving pay); the severity of hardship, if any; whether a unit movement is a factor; and, if the issue will remain unresolved upon a certain date, time, or expected event in the immediate future (e.g., request for leave to attend a relative's funeral being denied).

(7) Members will be provided the opportunity to appear for Request Mast in person unless a personal appearance is not practical (e.g., geographic distance or other extraordinary circumstances preclude such an appearance). The commander hearing the Request Mast will make that determination. Whenever a personal appearance is not possible or practical, the commander will provide an explanation to the applicant citing the reason(s) a personal appearance was not practical.

(8) The member requesting mast will make a written statement on the Request Mast form or attached sheet indicating that he or she has had the opportunity to communicate directly with the CO and has been informed of any actions taken or to be taken by the commander conducting the Request Mast.

(9) Members confined in military correctional facilities have the right to Request Mast. A Request Mast marked "To be opened by the Commanding Officer/Commanding General only" will not be opened by correctional facilities personnel.

(10) If a member has submitted a Request Mast application to communicate with the first General Officer in their chain-of-command, the following instructions apply:

(a) Members of MSC's located at Headquarters, MARFORRES, desiring to Request Mast with their MSC CG will submit their Request Mast via the CO, Headquarters Battalion, MARFORRES.

(b) Individual Mobilization Augmentees (IMA) shall Request Mast via their operational chain of command. If no CG exists in the operational chain of command, members may Request Mast through their administrative chain of command (Marine Corps Mobilization Command (MOBCOM)).

(c) Marines who are members of the Individual Ready Reserve (IRR) or Standby Reserve, not on active duty, shall Request Mast to the CG, MOBCOM.

(d) The member will prepare a complete written statement covering the reasons for Requesting Mast. Supporting documents should be attached to the statement. The statement may also include a list of witnesses with a summary of the expected testimony of each witness. The statement must include a summary of responsive actions taken by each commander in the chain of command with whom the member has communicated his or her problem.

(e) Each intermediate commander to whom the member reveals the Request Mast subject, will provide a written statement as to his or her understanding of the Request Mast subject and his or her responsible action. Each statement will be added to the Request Mast prior to the member communicating the Request Mast subject to the next commander.

(f) If the member has not revealed the subject of the Request Mast to the other commanders in the chain of command, the member must include an explanatory statement. The Marine may place the Request Mast in an envelope marked "To be opened by the Commanding General only" which is to include the explanatory statement.

(g) When establishing internal Request Mast procedures, CG's may authorize a Request Mast to be reviewed by the local Command Inspector. In these situations the following considerations apply:

1. A Command Inspector may not respond to nor deny a Request Mast on behalf of the CG, but may make appropriate recommendations pertaining to the Request Mast to the CG.

2. Any lawful communication made to a Command Inspector will also constitute a protected disclosure under the Military Whistleblower Protection Act. Therefore, in addition to the protection afforded to a member for exercising his or her right to Request Mast under U.S. Navy regulations and this Order, further protection is afforded to the member under 10 U.S.C. Section 1034, Military Whistleblower Protection Act as implemented by SECNAVINST 5370.7 Military Whistleblower Protection.

(11) Request Mast shall be conducted in good faith and applicants should not fear reprisal or be prejudiced in their interests.

(12) Request Mast is not intended to be used for the purposes of harassment, avoiding duty, or intentionally interfering with the commander's ability to carry out the functions and mission of the command.

5. Administration and Logistics

a. Personnel. NA

b. Logistics. The right to Request Mast does not include a right to be ordered to active duty or to be transported to the Request Mast at the command's expense. If personal appearance is not practical, the commander should respond telephonically to the member. If that is not possible, then the commander will respond in writing.

6. Command and Signal.

a. Command. This Order is applicable to the Marine Corps Reserve.

b. Signal. This Order is effective the date signed.


R. E. BRAITHWAITE
Executive director

Distribution: B

MARFORRES COMMAND ELEMENTS

Headquarters Battalion, MARFORRES (HQBN)

Intelligence Support Battalion (ISB)

3rd Civil Affairs Group (3rd CAG)

4th Civil Affairs Group (4th CAG)

3rd Air Naval Gunfire Liaison Company (3rd ANGLICO)

4th Air Naval Gunfire Liaison Company (4th ANGLICO)

Enclosure (2)

MARFORRES REQUEST MAST STEP GUIDE

- Step 1. Read the Request Mast Order published by your unit.
- Step 2. Obtain a copy of the Marine Corps Request Mast Application form (NAVMC 11296). Ask your administration section for assistance in obtaining a copy of this form.
- Step 3. Complete all sections in Part I of the form. Pay particular attention to sections 8b and 8c. Ensure every signature is dated. If you need assistance in completing the form see your administration section or your First Sergeant/Sergeant Major.
- Step 4. If you do not want to disclose the nature of your grievance to anyone but the commander to whom you are requesting mast, place the completed form in an envelope, seal it, then write or print legibly on the outside of the envelope **"To be opened by the Commanding General or CO, (unit name and address) Only"**.
- Step 5. Using the instructions provided in your units Request Mast procedure, deliver the completed Request Mast Application form to the appropriate person (some commands have a specific individual or drop box for these).
- Step 6. Prepare for your meeting with your commander by ensuring that you have legible copies of all documentation and names and contact numbers of any witnesses.
- Step 7. After your Request Mast is heard you must complete Part III of the form and sign it where indicated.
- Step 8. Requests Mast are "protected communications" which means that you should not suffer any reprisal or unfavorable actions because you have exercised that right. If you feel that you have been the subject of reprisals or unfavorable actions because of a Request Mast you can report it using the MARFORRES HOTLINE telephone number: 1 800 295 2712 or the MARFORRES HOTLINE EMAIL address: MFRHOTLINES@USMC.MIL

PROCEDURES FOR CONDUCTING REQUEST MAST WITH THE
COMMANDER, MARINE FORCES RESERVE (COMMARFORRES)

1. Marine Corps Request Mast Application (NAVMC 11296) shall be used when Requesting Mast with the COMMARFORRES. This form shall be submitted in writing, via the chain of command.
2. Once a member submits a Request Mast, the chain of command shall expedite the process, making the member available to the commander without undue delay.
3. Members shall include with their application a complete written statement covering the issues of the Request Mast, supporting documents, lists of witnesses and summaries of their expected testimony, and a summary of the action taken by each subordinate commander who has heard the Request Mast.
4. Commanders in the chain of command who hear the Request Mast will make a statement as to their understanding of the issues involved and the action they have taken. Commanders will forward to the next higher command, those Request Masts which are beyond their authority to resolve.
5. The member does not have to disclose the subject of the Request Mast to anyone except the COMMARFORRES. If the member has not revealed the subject of the Request Mast to other commanders in the chain of command, the reasons for nondisclosure will be included with the application. Members may send the Request Mast in an envelope marked "To be opened by Commander, MARFORRES only." However, the COMMARFORRES has delegated the authority to open such a request to the MARFORRES Inspector and/or the MARFORRES Chief of Staff.
6. If the issues of a Request Mast are resolved at a lower level, members shall indicate in a written statement that the application to the CMFR is voluntarily withdrawn. The statement shall be signed by the member and witnessed.
7. Applications for Request Mast with the COMMARFORRES by members of an MSC will only be considered if specifically recommended by the MSC CG endorsing the application. Absent such specific recommendation, the MSC Commander shall not forward the application to the COMMARFORRES for action. Any application received at Headquarters, MARFORRES that does not include a recommendation for consideration and any not forwarded via the chain of command will be returned without action.

8. Once a member submits a Request Mast to the COMMARFORRES, NCOs, SNCOs, and officers subordinate to the COMMARFORRES will make no effort to delay the Request Mast process in order to solve the problem themselves, but rather will focus their efforts on making the Marine available to the COMMARFORRES.

9. The Request Mast will be conducted at the earliest reasonable time.

10. The COMMARFORRES may authorize a Request Mast to be reviewed by the MARFORRES Inspector or other staff personnel. The MARFORRES Inspector or other staff personnel may not respond to, nor deny a Request Mast on behalf of the COMMARFORRES, but may make appropriate recommendations pertaining to the Request Mast.

MARINE CORPS REQUEST MAST APPLICATION

NAVMC 11296 (Rev. 6-97)

SN: 0000-00-888-0350 U/I: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

1. NAME:	2. RANK:	3. SSN:
4. UNIT:	5. RACE/ETHNIC GROUP:	
6. GENDER:	7. DATE:	

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)

Enclosure 3

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

(Applicant should initial/complete the appropriate statement(s))

..... I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

..... I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

..... I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

..... I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE